

PARKS MAINTENANCE SPECIALIST

GRADE: 17

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Parks Maintenance Specialist performs intermediate technical, paraprofessional and administrative work in the Parks and Facility Maintenance Division. The work requires planning, coordinating, and directing contract maintenance services for the Department of Recreation and Parks. The position also assists with administrative support of the division's special projects. At the direction of the City Horticulturist, the incumbent develops maintenance service contracts and performs field inspections to ensure compliance with contract specifications. The work includes inside and outside contacts at several levels to carry out organizational program's requiring cooperation, explanation and persuasion. The physical demands are moderate and require working outdoors in various weather conditions. There is considerable mental effort and stress handling multiple projects concurrently and adhering to schedules and deadlines. The work and service provided affects individual customers, citizens, etc., and has a meaningful impact within the service area. The work is subject to general policy direction, practices, and procedures covered by precedents and general supervisory review.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Supervises and directs grounds maintenance contract services at City owned facilities, parks, stream valleys, and rights-of-way.

- Assists with the Street Tree Master Plan, mowing contract, litter control, flower bed maintenance, snow and ice removal, trash collection, leaf removal, landscaping, stream cleanup, pruning, edging, mulching, integrated pest management, tree care, turf care, and athletic fields maintenance.
- Assists with the planning, evaluating, and estimating of maintenance contracts.
- Assists with ensuring high-quality maintenance services are provided.
- Meets with organizations, citizens and other customers to determine maintenance needs.
- Assists with wildlife management policies.
- Investigates and ensures satisfactory resolution of citizen service requests.
- Assists with citywide special events, including but not limited to volunteer projects, memorial tree plantings, scout projects, and community cleanup projects.
- Evaluates and inspects the performance of contractors and ensures that all specifications are met in a satisfactory manner.
- Reviews all invoices pertaining to contracts and recommends payments, as specified in the contracts.
- Makes recommendations for change orders or additions to contracts.
- Prepares reports, writes memos, evaluates performance, and processes service requests.
- Coordinates with other City departments and divisions regarding maintenance contract services.
- Reviews site and topographic plans to determine maintenance requirements.
- Maintains records and logs of all work and communications.
- Controls expenditures in accordance with the approved budget.
- Serves as a member of the emergency response team during weather-related and other emergencies.
- Inspects construction projects.
- Performs parks maintenance and repairs, as necessary.
- Assists with the supervision of the Horticulture crew during the absence of the Horticulturist.
- Assists with maintenance standards, public education, and compilation of data.
- Assists the Parks Management Team with special projects.
- Prepares drawings and sketches.
- Performs related work as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to an AA degree in landscape, grounds, or parks maintenance management or related field, and three years of progressively responsible experience in landscape, grounds, or park maintenance, including at least one year of experience “in the trade” supervising commercial landscape/grounds maintenance services. A working knowledge of e-mail

and office computer applications. Possession of an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

- Considerable knowledge of the principles of ground, landscape, and park maintenance services.
- Considerable knowledge of the materials, methods, operation of tools, and equipment used in varied grounds maintenance activities.
- Knowledge of parks and facilities management, maintenance procedures, procurement, and contracting principles.
- Knowledge of nursery stock, landscape design, tree pruning, integrated pest management, turf care, topography, and surface water drainage.
- Knowledge of preventive maintenance principles, hazard and safety precautions, and sound environmental practices.
- Knowledge of, or ability to rapidly acquire knowledge of City government procedures and relationships between various City departments.
- Skill in being reliable and accurate in the performance of duties.
- Skill to deal firmly, fairly, tactfully, and remain calm and courteous while dealing with contractors and the general public.
- Ability to ensure high quality maintenance services resulting in customer satisfaction.
- Ability to perform duties with minimum supervision and to demonstrate independent, self-starting capabilities.
- Ability to plan, organize, and effectively direct the work of a variety of contractors.
- Ability to understand and convey accurate explanations of City ordinances, policies, and regulations and the reasons therefore.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to make decisions recognizing established precedents and practices, and to use resourcefulness and tact in solving problems.
- Ability to establish and maintain effective and harmonious working relations with associates and persons contacted in the course of the job.
- Ability to read and understand site plans and blueprints.